

Pharos Installation Manager User Manual



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Welcome

Introduction

Welcome and thank you for using version v1.0 of the Pharos Installation Manager software. This is the first public release of this software.

Platforms

Pharos Installation Manager is designed to run on a PC running Microsoft Windows 7, Vista or XP (SP2+) or an Apple Mac running OS X (10.5.x or later - Intel only).

Help Help

This is the PDF version of the online Help and it is available in various formats for printing. The online version, which has the advantage of being fully searchable, can be opened from within Installation Manager by clicking the help button on the main toolbar.

Support

As with all successful control products, support is crucial and the team at Pharos will do everything possible to ensure that your project is a success. Please do not hesitate to contact us with your questions, bug reports and suggestions at:

T: +44-(0)20-7471-9229

E: support@pharoscontrols.com

Please also visit our website to keep up to date with the latest product news and software releases:
www.pharoscontrols.com.

Overview

Pharos Installation Manager is a tool for managing installations across multiple sites using standard network protocols over the Internet.

Its simple user interface allows quick changes to AVC audio & video content and LPC media slots (using Pharos Dynamic Media Manager), avoiding the need for technicians to spend time and money travelling to sites to carry out programming or content changes.

Uploads can happen immediately or installations can be scheduled to receive automatic updates outside of opening hours. The advanced upload mechanism retries in the event of a connection failure, resuming from where the connection was lost. The existing controller programming is retained and restored if an upload is unsuccessful, ensuring installations are always operational.

Installation Manager projects typically contain one or more Project Templates. Each project template describes the controllers in a Pharos Designer project and the files to upload to them. Multiple installations can be added to each project template, as long as they all conform to the same Pharos Designer project. This makes it easy to manage systems replicated over many sites, such as international retail chains.

User Interface

The software has been designed to present a consistent graphical user interface and so it is worth familiarising yourself with the layout of the main window before proceeding further:

Main toolbar



The buttons on the left of the main toolbar provide overall control of your Installation Manager project. Create new projects, open existing projects and save your work using the [file management](#) buttons. Use the Undo/Redo buttons to step backwards and forwards through operations that affect your project. Installations can be added, edited or removed by using the installation buttons.

Installations Browser

Name	Type	IP Address	HTTP Port	FTP Port	Online	Next Upload	Upload State
Store Window							
Bournemouth							
Window LX	LPC	172.20.2.15	80	21	Yes	Wed 27. Jul 16:00:00 2011	Complete Completed at Wed 27. Jul 15:13:07 2011
Window Screen 1	AVC	0.0.0.0	80	21	No	Wed 27. Jul 16:00:00 2011	
Window Screen 2	AVC	0.0.0.0	80	21	No	Wed 27. Jul 16:00:00 2011	
London							
Window LX	LPC	0.0.0.0	80	21	No		
Window Screen 1	AVC	0.0.0.0	80	21	No		
Window Screen 2	AVC	0.0.0.0	80	21	No		
St. Ives							
Window LX	LPC	0.0.0.0	80	21	No		
Window Screen 1	AVC	0.0.0.0	80	21	No		
Window Screen 2	AVC	0.0.0.0	80	21	No		

Any installations that have been added to your Installation Manager project are listed here. Project templates occupy the highest level, installations occupy the second tier and individual controllers occupy the third tier. The type of controller is displayed, along with IP address, HTTP Port, FTP Port, Online Status, Next Upload, Upload State and Upload Comments.

Log Viewer

Log Viewer	
Thu 28. Jul 15:33:07 2011	- [MEDIA] - Transcoding D:/Transfer/Video files/lava.m2v (Video)
Thu 28. Jul 15:33:07 2011	- [HTTP] - Connecting to 172.20.2.15:80
Thu 28. Jul 15:33:07 2011	- [HTTP] - Connected to LPC BETA 12 at 172.20.2.15
Thu 28. Jul 15:33:13 2011	- [FTP] - Uploading to 172.20.2.15:21
Thu 28. Jul 15:33:13 2011	- [FTP] - Uploading "C:/Users/alexnd/Documents/Wren/Testing/Installation Manager/IM2011/test.BETA 12.wrn" to 172.20.2.15
Thu 28. Jul 15:33:13 2011	- [FTP] - 172.20.2.15 already has the correct file "C:/Users/alexnd/Documents/Wren/Testing/DYNAMIC MEDIA MANAGER/{33450b
Thu 28. Jul 15:33:13 2011	- [FTP] - Completed upload to 172.20.2.15
Thu 28. Jul 15:33:14 2011	- [APP] - 172.20.2.15 successfully launched the uploaded file
Thu 28. Jul 15:33:19 2011	- [MEDIA] - Transcoding D:/Transfer/Video files/lava.m2v (Video) succeeded

The log viewer at the base of the screen displays actions by the time and date they were completed. These confirm whether an upload to a controller has been successful or unsuccessful, whether a controller has gone offline or become connected, and whether media or media slots have been successfully transferred to the controller.

Keyboard shortcuts

For ease and speed of use various keyboard keys map to application commands:

F1	Launch the online help.
Ctrl + N	New project.
Ctrl + O	Open project.
Ctrl + S	Save project.
Ctrl + Z	Undo the last operation.
Ctrl + Shift + Z or Ctrl + Y	Redo the last operation to be undone.

Notes for Macintosh users

Pharos Installation Manager makes a good deal of use of the two button mouse with right-click being used to invoke context-sensitive menus. As the majority of Mac users have only a single button mouse they must hold Ctrl while clicking to get this functionality. Furthermore Macs have a Command key that serves as the alternative to the Windows Ctrl key. Shift and Alt work as described for Windows.

Project Files

Pharos Installation Manager projects are saved with the file extension ".psm".

Creating a new project

Click  or press Ctrl+N. You will be prompted to choose a location to save your new project and then a blank project will be created.

Opening a project

Click  or press Ctrl+O. You will be prompted to choose an existing .psm file to load.

Saving a project

Click  or press Ctrl+S.

To save to a different file, click . You will be prompted to choose a new location to save to. Subsequent saves will go to the new file.

Closing a project

Click .

If there are any uploads in progress, you will be given the opportunity to allow them to complete before closing the file.

Running in the background

If you minimise Installation Manager, it will continue to run. You can restore it by clicking on the Pharos icon in the system tray. Right-clicking on the icon will offer options to restore or quit Installation Manager, or to cancel any active uploads.

Installations

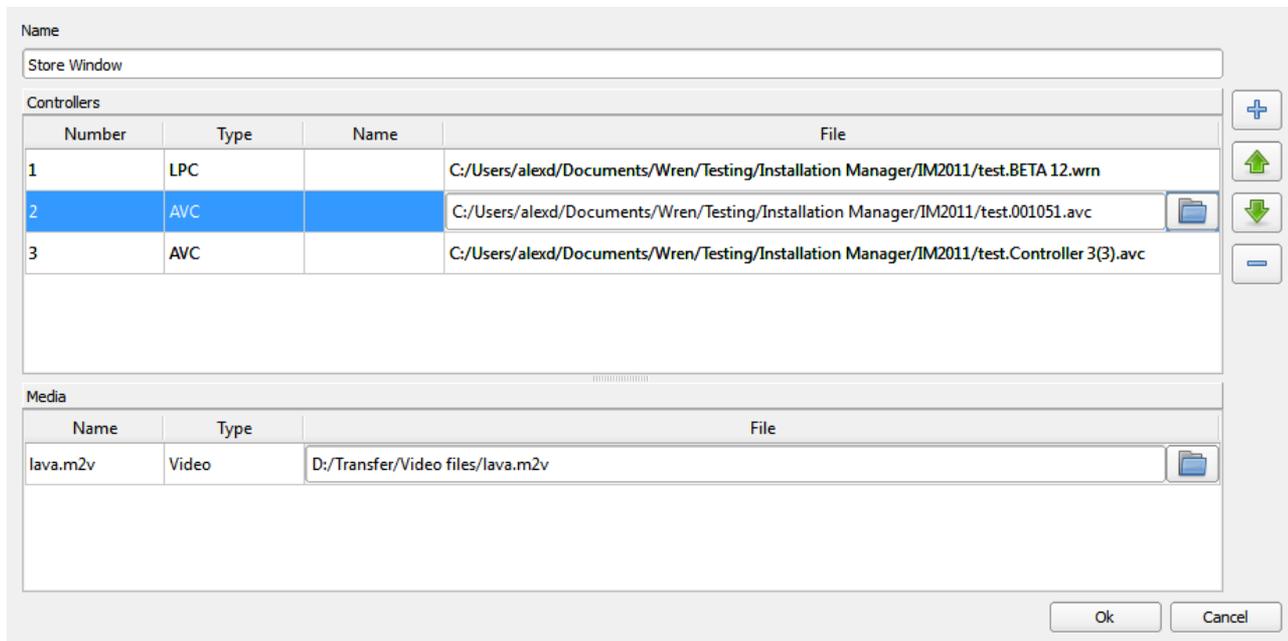
Adding an installation

To add an installation to the file, you must first define the installation's project template. Click .

If the file already contains installations, you will be offered a list of existing project templates that the new installation can join. If one of the existing project templates fits the new installation, select it and click OK. You can specify a number of installations to add to create more than one at once.

To start a new template, click Create New Project Template.

The Project Template dialog allows you to define the controllers that exist in the installation, and to select files to upload to those controllers.



Number	Type	Name	File
1	LPC		C:/Users/alexnd/Documents/Wren/Testing/Installation Manager/IM2011/test.BETA 12.wrn
2	AVC		C:/Users/alexnd/Documents/Wren/Testing/Installation Manager/IM2011/test.001051.avc
3	AVC		C:/Users/alexnd/Documents/Wren/Testing/Installation Manager/IM2011/test.Controller 3(3).avc

Name	Type	File
lava.m2v	Video	D:/Transfer/Video files/lava.m2v

To add a new controller, click .

To reorder the existing controllers in the template, select a controller to move and click  or .

To remove one or more controllers, select them and click .

You can change the type and name of the controller in the Controllers table.

To select a file to upload to the controller, enter the file path in the File column of the table or click  and select a file. If the selected file is unsuitable for the controller, a warning will be displayed.

If the selected file for a controller references other files, for example, audio and video media, selecting the controller will show these references in the Media table. In this table, you can select media files to upload to the controller. If you select multiple controllers at once, you can set the media files on all of those controllers at the same time.

Once the template is complete, click Ok. A new installation is created using that template.

Editing a project template

Select a project template and click .

Name	Type	IP Address	HTTP Port	FTP Port	Online
[-] Store Window					
[-] Unnamed Installation					
+ Window Screen 2	AVC	0.0.0.0	80	21	No
+ Window Screen 1	AVC	0.0.0.0	80	21	No
+ Window LX	LPC	172.20.2.15	80	21	Yes
[-] Unnamed Installation					
+ Window Screen 2	AVC	0.0.0.0	80	21	No
+ Window Screen 1	AVC	0.0.0.0	80	21	No
+ Window LX	LPC	0.0.0.0	80	21	No

If you change any of the files that are referenced by a project template, then when you close the dialog you will be prompted to perform and upload to the affected controllers. The upload can either happen immediately or be scheduled for a future time (see [scheduled uploads](#)).

Note: you cannot add or remove controllers from a project template once it has been created, but you can change the name and type of existing controllers, and associate different files to upload to those controllers.

Deleting installations

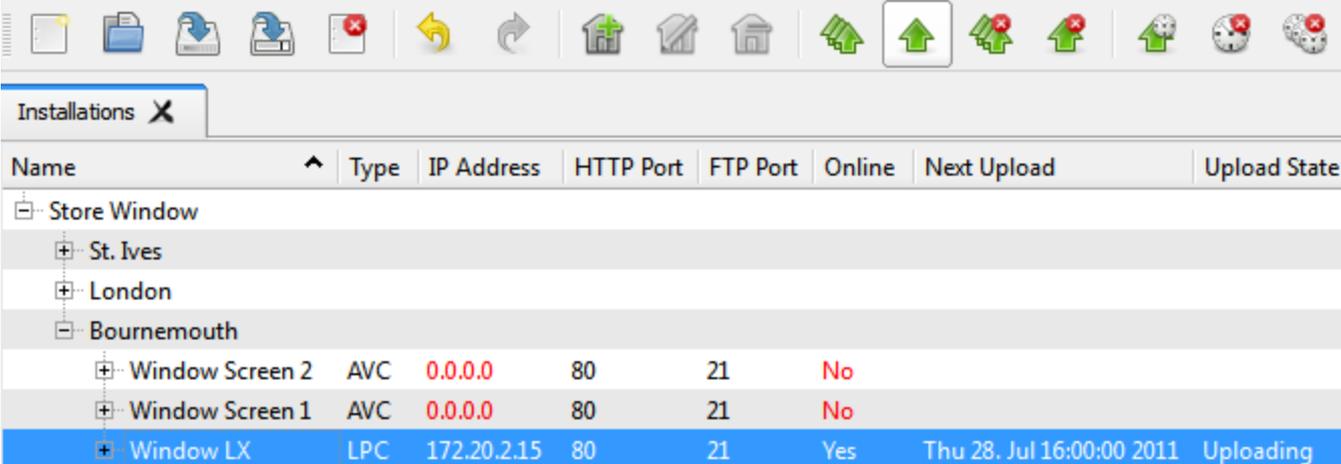
Select one or more installations or project template groups and click  or press Delete.

Uploading and Scheduling

Uploading

To upload files to a controller, you need to enter the IP address or domain name (e.g. mydomain.com) of the controllers. This is done in the Installations browser as described in the [User Interface](#) section. Any controller without an IP address or domain name is shown in red. Double-click on the IP address or domain to edit it. You can also edit the HTTP and FTP ports of the controller if these have been changed from the defaults.

If a controller is discovered on the network, the Online column will be set to Yes. If the discovered controller is not the same type as specified in the installation template the online column will show Error.



Name	Type	IP Address	HTTP Port	FTP Port	Online	Next Upload	Upload State
Store Window							
St. Ives							
London							
Bournemouth							
Window Screen 2	AVC	0.0.0.0	80	21	No		
Window Screen 1	AVC	0.0.0.0	80	21	No		
Window LX	LPC	172.20.2.15	80	21	Yes	Thu 28. Jul 16:00:00 2011	Uploading

To upload to an online controller, select it and click .

To upload to all online controllers at once, click .

If a controller is password protected, you will be prompted to enter the password for that controller. Any passwords that have been entered will be remembered for future uploads. For greater control of how passwords are stored, see [Password Manager](#).

To terminate an upload that is in progress, select one or more controllers and click .

To terminate all uploads that are in progress, click .

If an upload fails, you can configure Pharos Installation Manager to retry the upload in the [Preferences](#). The interval between uploads and the number of attempts to make before giving up can be altered.

Scheduling uploads

To upload to a controller, or multiple controllers, at a future time, select the controllers and click . You will be prompted to specify when the upload should happen.

Set the time for the scheduled upload

Already scheduled

Thu 28. Jul 22:00:00 2011

New time

Time

Next occurrence

On date

If uploads have already been scheduled, you can choose to add the selected controllers to that upload, or you can choose a new time and date. Select Next Occurrence to upload when the chosen time next occurs. For example, if you set the date to Next Occurrence and the time to midday, it will upload today if the current time is before midday, and tomorrow if the current time is after midday.

Note: that you can schedule whole installations by selecting the installation and clicking .

You can reschedule a controller to upload at a different time by reselecting it and repeating the process to set the time that you want.

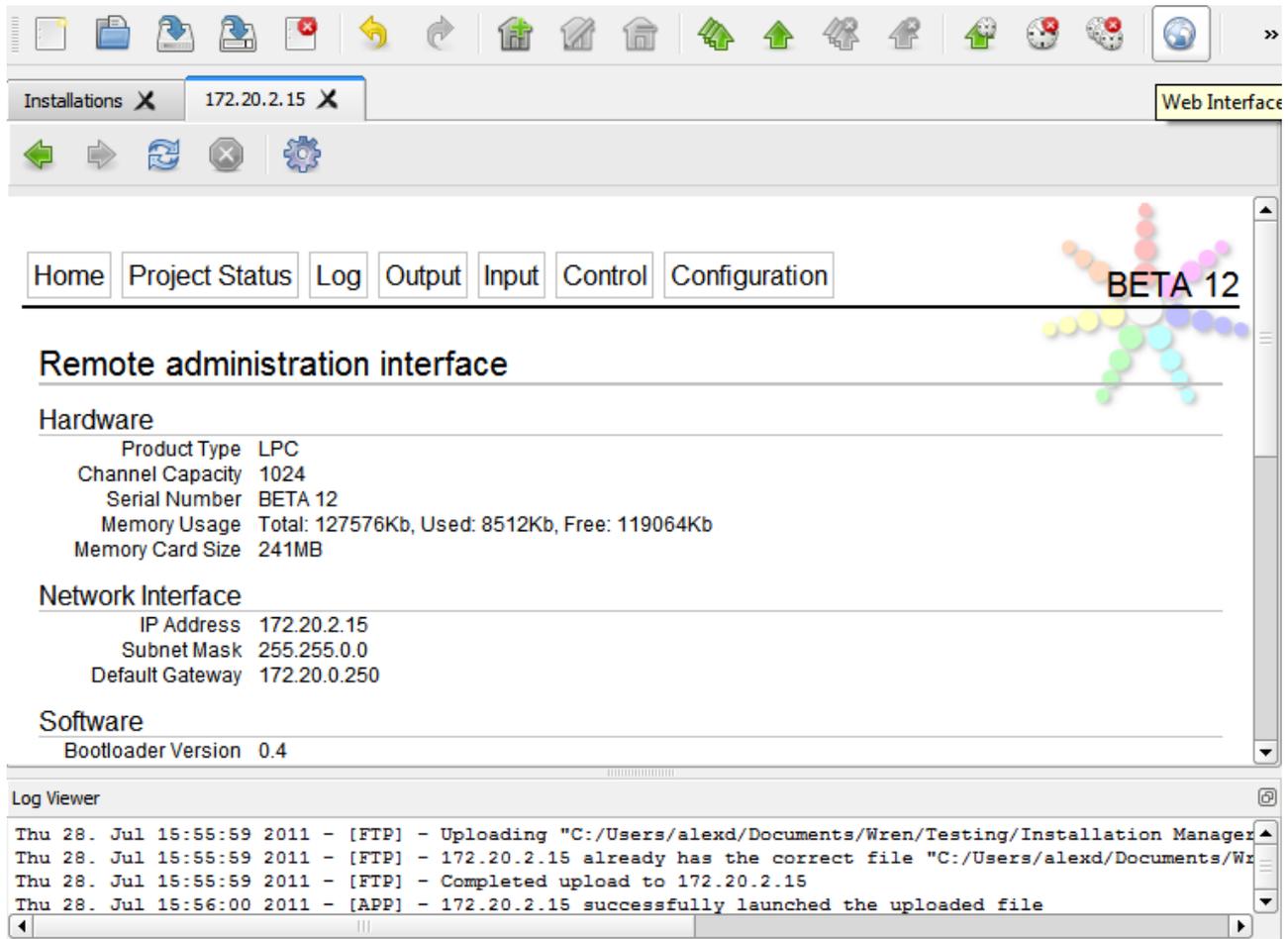
To unschedule a controller's upload, select the controller and click .

To cancel all scheduled uploads, click .

Note: If a controller requires a password that has not already been entered, scheduled uploads to that controller will fail.

Web Interface

To view the web interface for a controller, select it and click . This will open a new tab showing the web interface for the selected controller.



The screenshot shows a web browser window with the following content:

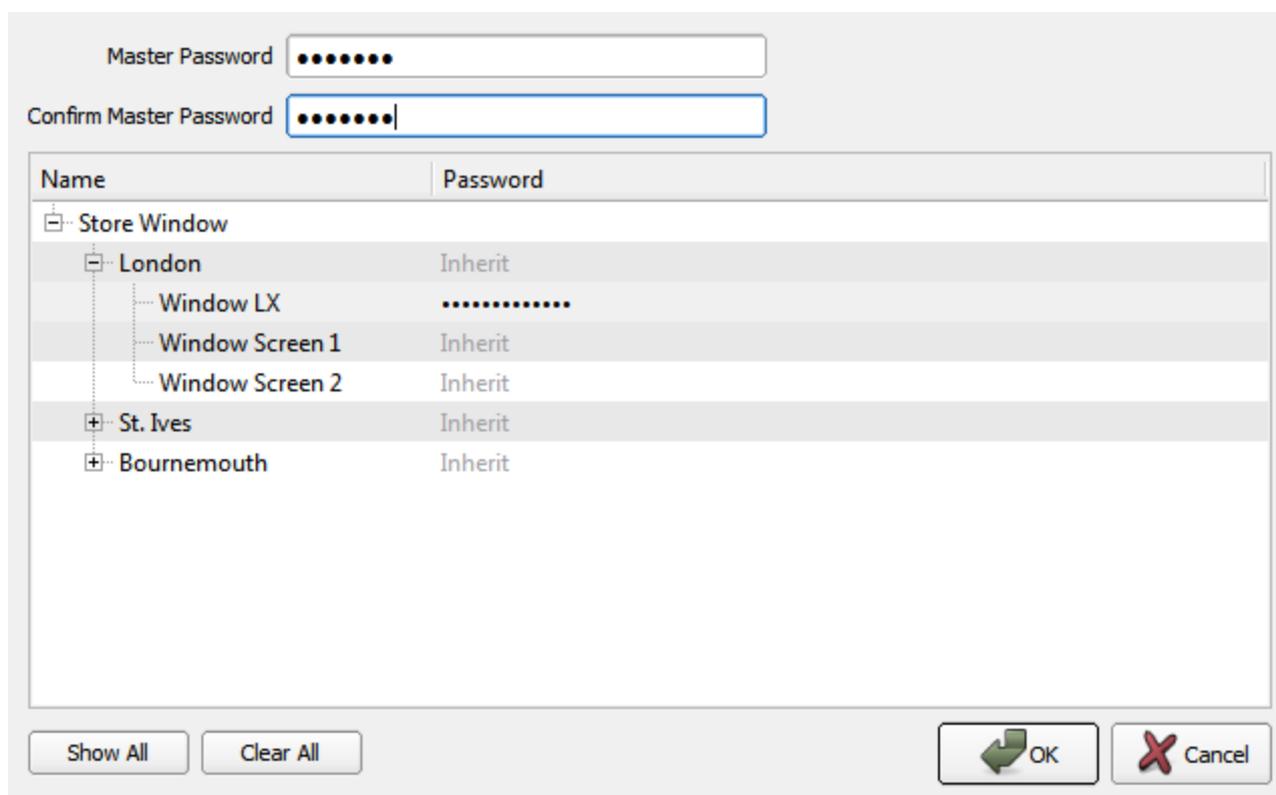
- Browser Tabs:** Installations X, 172.20.2.15 X, Web Interface
- Navigation Menu:** Home, Project Status, Log, Output, Input, Control, Configuration
- Header:** BETA 12 (with a colorful starburst logo)
- Section: Remote administration interface**
- Hardware Section:**
 - Product Type: LPC
 - Channel Capacity: 1024
 - Serial Number: BETA 12
 - Memory Usage: Total: 127576Kb, Used: 8512Kb, Free: 119064Kb
 - Memory Card Size: 241MB
- Network Interface Section:**
 - IP Address: 172.20.2.15
 - Subnet Mask: 255.255.0.0
 - Default Gateway: 172.20.0.250
- Software Section:**
 - Bootloader Version: 0.4
- Log Viewer:**

```
Thu 28. Jul 15:55:59 2011 - [FTP] - Uploading "C:/Users/alex/d/Documents/Wren/Testing/Installation Manager
Thu 28. Jul 15:55:59 2011 - [FTP] - 172.20.2.15 already has the correct file "C:/Users/alex/d/Documents/Wr
Thu 28. Jul 15:55:59 2011 - [FTP] - Completed upload to 172.20.2.15
Thu 28. Jul 15:56:00 2011 - [APP] - 172.20.2.15 successfully launched the uploaded file
```

Password Manager

To open the Password Manager, click .

Controller passwords are stored hierarchically. If all controllers in an installation or an installation group have the same password, you can enter that password at the relevant point in the hierarchy. If a controller has a password, that password will take precedence over a password set for the installation; an installation password will take precedence over a password set for the project template.



Name	Password
[-] Store Window	
[-] London	Inherit
[-] Window LX
[-] Window Screen 1	Inherit
[-] Window Screen 2	Inherit
[+] St. Ives	Inherit
[+] Bournemouth	Inherit

If a controller asks for a password when you are uploading, Installation Manager will first check if a password is set for the controller, then if a password is set for the installation, and finally if one is set for the installation group. If no password is found, or if the specified password is not accepted by the controller, you will be prompted to enter a new password. Passwords entered at this prompt will be associated with the controller in the Password Manager's hierarchy.

You can set a master password for the whole Installation Manager project file. If a master password is set, you will be prompted for this the next time the file is opened. To set a master password for the whole file, enter the same password in Master Password and Confirm Master Password. To change the master password after it has already been set, press Edit. You will be prompted to enter the old password first.

Note: If you fail to enter the master password when the file is opened, you will still be able to open the file, but any stored controller passwords will be erased and uploads to those controllers will only be possible by reentering the passwords.

Press Show All to show the actual passwords. If a master password has been set, you will be prompted to enter it before you can see the unobscured passwords.

Press Clear All to remove all stored passwords.

To discard any changes made in the Password Manager, click Cancel.

Reports

A report detailing the outcome of an upload can be generated and emailed to a number of recipients. To configure this, click .

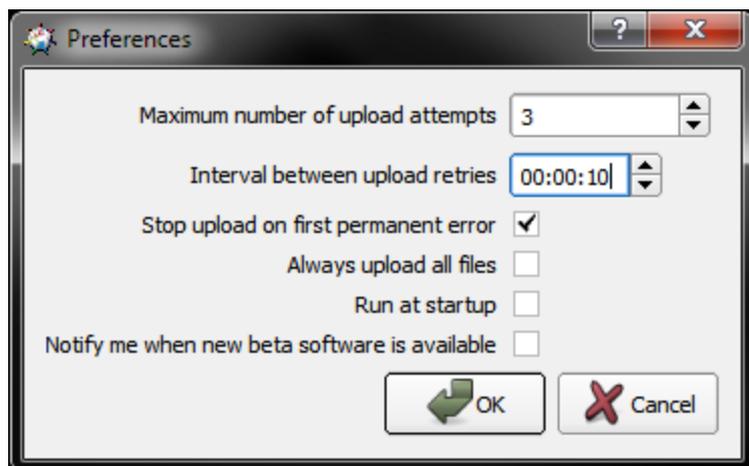
To enable emails, select Send Email Alerts.

By default, emails are only sent for scheduled uploads. To send emails for manual uploads as well, select Send for manual uploads.

Enter the SMTP server name and port and a username and password if required, and enter the email addresses to send the report to.

Preferences

To access the preferences, click  .



Maximum number of upload attempts - the number of times that a failed upload will be attempted before giving up.

Interval between upload retries - the time to wait before retrying a failed upload.

Stop upload on first permanent error - if a file is missing, stop the upload to that controller, rather than uploading any other files that are not missing.

Always upload all files - all files will be uploaded, even files that have not changed since the last upload.

Run Installation Manager at startup - automatically start Installation Manager in the background when Windows starts.

Notify me when new beta software is available - an icon will appear in the toolbar when new software is available, and checking this option will also notify the user when beta software is available.

Frequently asked questions

Is the free software a cut-down demo version?

No. The free Installation Manager software is the full software package. Downloads and updates can be found on our website.

Does the Installation Manager software support the Apple Macintosh?

Yes, from v1.0 we have full support for Intel Macs running Apple OS X 10.5 and later. Project files will be compatible, regardless of the operating system on which they are created.

What are the PC minimum requirements for Installation Manager?

- Microsoft Windows XP (SP2+ 32bit only), Vista (32/64bit) & 7 (32/64bit)
- Intel processor at 1 GHz or above
- 256MB RAM
- 100MB free hard disk space
- 800x600 minimum screen resolution (higher is better)

What are the minimum Macintosh requirements for Installation Manager?

- Apple Mac OS X 10.5.x or later (32bit only)
- Intel processor at 1 GHz or above
- 256MB RAM
- 100MB free hard disk space
- 800x600 minimum screen resolution (higher is better)

Are project files compatible across versions and platforms?

Any project file saved in an earlier version of Installation Manager can be loaded by a later version. Project files are compatible between the PC and Mac versions of the software. However, projects saved in a later version of Installation Manager may not be backwards compatible with an earlier version as we reserve the right to make structural changes to improve the product.

Can I have multiple versions of Installation Manager on my computer?

Yes, as long as you install the software to a different location each time. However, this could lead to confusion and a reinstall takes just seconds, so we would recommend keeping the installers on hand and only having one version installed at a time.

What are the Pharos Installation Manager file extensions?

- | | |
|------------|--|
| *.psm | Pharos Installation Manager project file. |
| *.avc *.wm | Generated by Pharos Designer from the File menu, these contain designer project information for importing into Installation Manager. |

Troubleshooting

The following section lists common problems and their solutions.

I have checked the [FAQ](#) and troubleshooting but I'm still stuck?

Contact [support](#), please be prepared to send in your project files.

